

How to Rent with Confidence

A Practical guide for Tenants



why birdie property

just property management, honestly!

We simplify complex concepts and prioritise clear communication, ensuring clients feel comfortable asking any questions. Based in the Sutherland Shire, birdie property prides itself in supporting our community, local small businesses and prioritising client satisfaction over quick gains.

our team



Kate Phillips

Director / Licensee in Charge

As a seasoned property manager, one of the Directors, and the Licensee in Charge at Birdie Property, Kate brings over 15 years of extensive and diverse experience in the real estate industry. She is driven by her commitment to delivering exceptional results for her clients while fostering a supportive and nurturing environment for her team.



Nathan Smith

Director / Assistant Agent

Nathan is a dedicated father of four and the visionary force behind Birdie. Together with long-time friend and now business partner, Kate, they venture into property management, launching Birdie Property. Having been tenants, landlords, and investors themselves, they have firsthand experience with the entire process. You can count that your property is their priority.



Keely Gregory

Administration and Marketing

Keely is our Head of Administration and Marketing, who plays a critical role in maintaining and enhancing the Birdie brand's identity. With her extensive experience in Marketing and Communications, she has a solid foundation in the industry and a deep understanding of how to communicate effectively.

the birdie group

The name "**birdie**" is a play on a golfing term meaning to beat the average.



birdie
— wealth —

We're mortgage brokers. It's our job to find the right loan for you. We do that by helping you navigate the choices and changes in the market.



birdie
— conveyancing —

From document preparation to legal advice to arranging settlement, we're here to help you navigate the legal aspects of property buying and selling with ease.



birdie
— property —

We understand the challenges involved in property management, simplify complex concepts, and prioritise clear communication, ensuring clients feel comfortable asking any questions.





birdie property proudly partners with **Enough is Enough**

Birdie Property is proud to be partnering with local community organisation Enough is Enough, an anti-violence movement that aims to support victims of violence at home, in the workplace and in schools. For all leases signed through Birdie Property, we will donate a portion of our fee to this organisation in memory of Tina.

We hope this is the first of many partnerships we can form with community groups and not-for-profits in the future. As a company, we aim to put roofs over the heads of our community but that's just the beginning. We believe that everyone has a right to feel safe in their own home.



Starting a tenancy

Before you sign a residential tenancy agreement, be sure to ask questions if there is anything in the agreement that you do not understand. Remember, you are committing to a legally binding contract. You want to be certain you understand and agree to what you are signing.

6 ways birdie property benefits tenants



Tenancy Application Made Easy

Our online application and document upload allows for efficient applications and quick turnaround.



Hassle-Free Maintenance and Repairs

Easily report maintenance requests and repairs through our easy systems (tenant portal or mobile app).



Streamlined Rent Collection

Provide convenient rent payment methods and ensure smooth collection processes.



Streamlined Lease Agreements

Lease agreements and renewals simplified for you, and we ensure you understand your rights and responsibilities. Bonus, can all be completed conveniently on your phone.



Responsive Communication

Maintain open and effective communication channels, addressing inquiries and concerns promptly. We value your thoughts and feedback.



Moving

Through our easy online systems we can make the process of moving in and out easier.

Understanding your rights and responsibilities

Renting involves more than just securing a roof over your head. It entails a symbiotic relationship between tenant and landlord, built upon a foundation of responsibilities and rights.

When renting, you must:

- pay the rent on time
- keep the property reasonably clean and undamaged and leave it in the same condition it was in when you moved in (fair wear and tear excepted)
- not use the property for anything illegal
- follow the terms of the tenancy agreement
- respect your neighbours' right to peace, comfort and privacy



The landlord or agent must:

- ensure the property is vacant, reasonably clean, fit to live in and in good repair at the start of the tenancy
- provide and maintain the property in a reasonable state of repair
- meet health and safety laws (e.g. pool fencing, smoke alarms, window and balcony safety)
- ensure the property is reasonably secure
- respect your privacy and follow entry and notice requirements.

By following these guidelines, you're not just making things smoother for yourself, but you're also helping to build a community that puts a premium on peace, privacy, and the well-being of everyone living in it.



The Ultimate Checklist for a Smooth Tenancy

Whether you're a seasoned renter or stepping into your very first lease, this resource is designed to simplify tenancy. In this guide, we'll delve into some key aspects that form the foundation of a successful and stress-free rental experience.



The Tenancy Agreement

You should only sign the agreement when you can answer **Yes** to the following:

- ☐ I have read the agreement and asked questions if there were things I did not understand.
- ☐ I understand the fixed-term of the agreement is negotiated before I sign, which means it can be for 6 months, 12 months, or another agreed period.
- ☐ I understand that I must be offered at least one way to pay the rent that does not involve paying a fee.
- ☐ I understand that any additional terms to the agreement should be negotiated before I sign.
- ☐ I have checked that all additional terms to the agreement are allowed. For example, the agreement does not include a term requiring me to have the carpet professionally cleaned when I leave, unless it is required because the landlord has allowed me to keep a pet on the property.

Promised repairs

For any promises the landlord or agent makes to fix anything (e.g. replace the oven, etc.) or do other work (e.g. paint a room, clean up the backyard, etc.):

- ☐ I have made sure these have already been done.
- ☐ I have an undertaking in writing (before signing the agreement) that they will be done.

Upfront costs

- ☐ I am not required to pay:
 - more than 2 weeks rent in advance
 - more than 4 weeks rent as a rental bond.
- ☐ I am not being charged for:
 - the cost of preparing the tenancy agreement
 - the initial supply of keys and other opening devices to each tenant named in the agreement
 - being allowed to keep a pet on the property.

Top Tips for Problem-Free Renting

During the tenancy

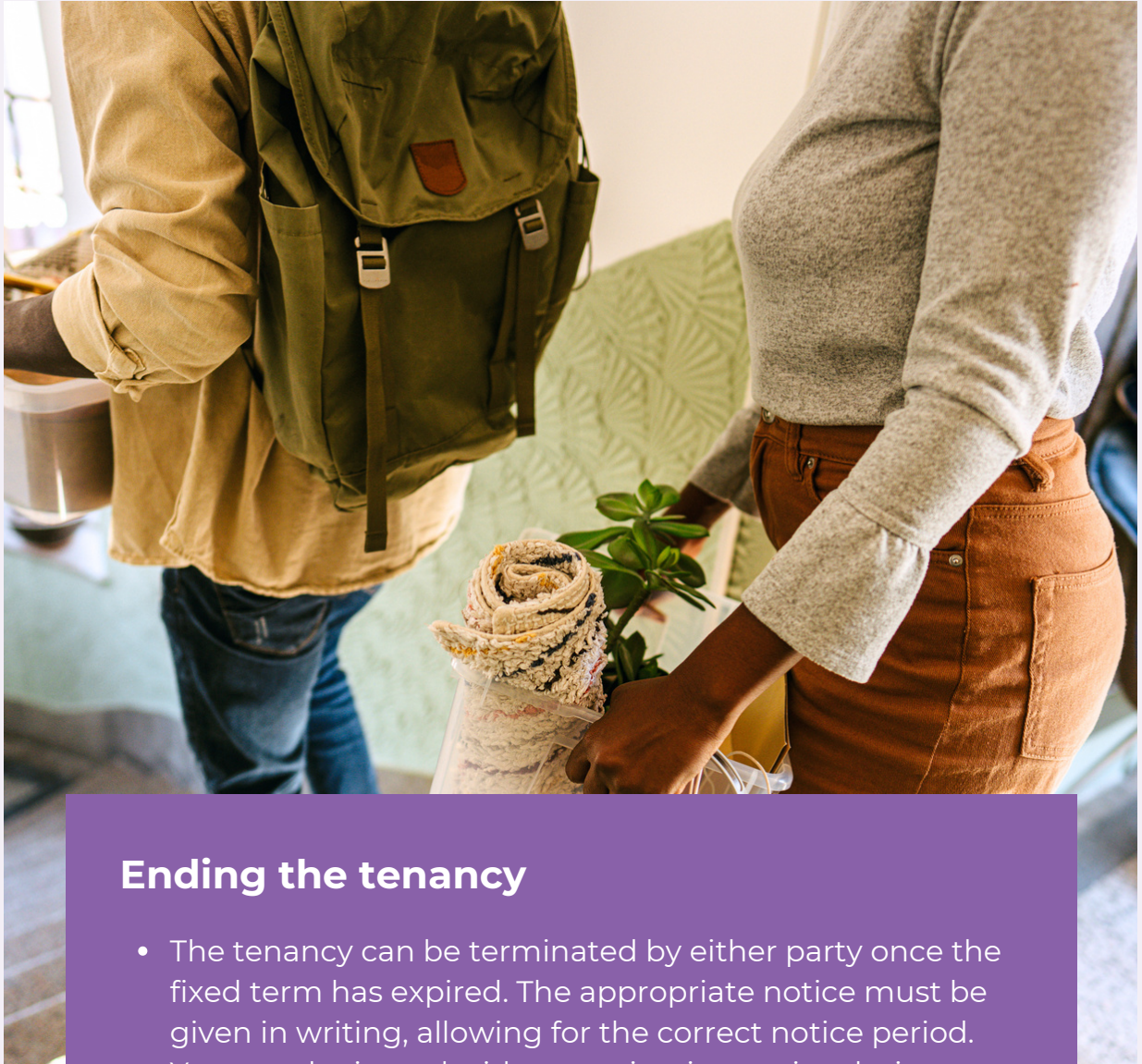
- Keep a copy of your agreement, condition report, rent receipts, Rental Bond Number and copies of letters/emails you send or receive in a safe place where you can easily find them later.
- Photos are a great way to record the condition of the property when you first move in. Take date-stamped photos of the property, especially areas that are damaged or unclean. Add these photos to the ingoing condition report that you return to the Property Manager at the start of your tenancy, in case the landlord objects to returning your bond at the end of your tenancy.
- Comply with the terms of your agreement and never stop paying your rent, even if you don't think the landlord is complying with their side of the agreement (e.g. by failing to do repairs). You could end up being evicted if you do.



During the tenancy (cont.)

- Never make any changes to the property, or let other people move in without asking the landlord or agent for permission first.
- Keep a written record of your dealings with the landlord or agent (for example by keeping copies of emails or a diary record of your conversations, including the times and dates, who you spoke to and what they agreed to do). It is helpful to have any agreements in writing, for example requests for repairs. This is a useful record and can also assist if there is a dispute.
- Consider taking out home contents insurance to cover your belongings in case of theft, fires and natural disasters. The landlord's building insurance, if they have it, will not cover your belongings.
- If the property has a pool or garden, be clear about what the landlord or agent expects you to do to maintain them.
- Be careful with what you sign relating to your tenancy and do not let anybody rush you. Never sign a blank form, such as a 'Claim for refund of bond' form.
- If you are happy living in the property and your agreement is going to end, consider asking for the agreement to be renewed for another fixed- term. This will remove any worry about being unexpectedly asked to leave and can help to lock in the rent for the next period.





Ending the tenancy

- The tenancy can be terminated by either party once the fixed term has expired. The appropriate notice must be given in writing, allowing for the correct notice period.
- You may be issued with a termination notice during your lease if you breach the terms and conditions of the agreement. In most cases, you will be given an opportunity to remedy the breach, however not where the breach is serious or repeated.
- A break fee is payable for ending a fixed term agreement early, in most cases. The fee is calculated based on the period of the agreement that has lapsed.
- Getting the rental bond returned is usually a simple process, provided that you have paid all rent and other invoices due, returned all keys by the vacate date and that the property was returned reasonably clean and undamaged, in comparison to your ingoing condition report.

Contact us



www.birdieproperty.com.au



02 9188 8902



hello@birdieproperty.com.au



Level 4, 29 Kiora Rd, Miranda NSW 2228



<https://calendly.com/katebirdie>

